

AUGUST 15 TOWN HALL FAQs

CLIENT TWO-WAY COMMUNICATION PILOT

Will there be notification that the collected client information has been deposited?

Yes, there will be detailed information for the team once it is scaled. All teammates will have a clear understanding of the function of the feature.

Will the two-way communication process ask clients to upload a copy of the front and back of insurance cards?

Yes. There will be a prompt to upload a photo of the front and back of a client's insurance card that will then directly feed into Mobility Advisor.

Where does the requested client demographic information via text go back to?

It depends on what is updated, but most of the time the information will go into the client's record in Mobility Advisor. There will be training to understand the process in depth once/if moved past the pilot phase.

CENTRALIZED CLIENT SERVICES PILOT

Will the call center be US based or will this be with an offshore group?

The centralized client services pilot will be onshore and starting in Chattanooga, TN.

In the 19 years I've been with NSM, we have attempted a central call center 2 other times. How will this plan be different?

We are starting with very specific guidelines of how we will help. Additionally, we are hiring a center manager with years of experience and call center agents with heavy customer service experience. We will be watching results daily and making tweaks as we go all while getting feedback from the branches we support!

INVENTORY PILOTS

Can NSM try to negotiate longer return windows with the manufacturers? A lot of them have 30-day windows and a lot of our clinics take longer than that to get the client in for their fitting. If anything goes wrong, we lose the return opportunity.

We do include return windows in our supplier negotiations, as well as other concessions around returns, and we will certainly emphasize this more as we work on our next round of agreements.

TECHNOLOGY

Why aren't we replacing Mobility Advisor instead of updating such an outdated software?

This is a longer process, and we want to ensure we make the right decision to not disrupt the team and our business. We are certainly looking at the short/medium term stabilization measures and mid/long term on the future roadmap for the business and what IT platform to use.

GOOGLE REVIEWS

Could we have a QR code print on delivery paperwork for people to quickly and easily leave a review?

Currently this is not standardized practice but there are a few locations who have elected to add their Google QR code to their delivery tickets. This is because they are confident that they provide high quality customer service and they will receive more positive than negative reviews.